MARY MURRAY

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**Product designer**

I’m a resourceful Product Designer who is adept at using research, prototyping, and usability testing to create intuitive interactions. My strength is creating simple, powerful and engaging interactive tools. I work effectively in cross-functional agile environments.

**SKILLS**

Prototyping

Interaction Design

Mobile (Android & iOS)

Usability Testing

Contextual Inquiry

Strategy

Interactive Environments

Tangible Interfaces

Visual Design

**PROFESSIONAL EXPERIENCE**

**SimpliSafe, Boston, MA June 2018 – Sept 2018**

**Senior User Experience Designer (Contractor)**

Conducted UX design and research for smart home consumer products that span the physical and digital – SimpliSafe’s video doorbell and smart lock.

* Visited people’s home to conduct usability study of installation of the SimpliSafe’s video doorbell. Study informed vital changes to the product before launch.
* Produced workflow diagrams, as well as mobile UI for installing the smart lock through the SimpliSafe app.
* Highlighted potential problems and opportunities by storyboarding the customer experience of shopping for, purchasing, and installing a SimpliSafe smart lock.

**Autodesk, Boston, MA 2017 - 2018**

**Principal Experience Designer**

Designed digital tools for people in the Architecture, Engineering, and Construction industry. Focused on cloud software which facilitates collaboration between disciplines.

* Storyboarded opportunities to improve collaboration between disciplines based on pain points discovered through user interviews of Architects and Civil Engineers.
* Prototyped new features of cloud software allowing customers and internal stakeholders to view, test, and give feedback before implementation.

**Flyp, Boston, MA 2015 - 2016**

**Lead User Experience Designer**

Designed user experience for Android and iPhone at post-launch start-up that allows consumers to add multiple phones lines to their mobile phone.

* Optimized onboarding experience for the Android and iPhone app through in-person and remote usability testing.
* Depending on the business need of a market, created workflows for both freemium and usage-based business models.

**Cheernetworks, Boston, MA 2014 - 2015**

**User Experience Designer**

Iterated responsive designs for mobile devices and desktop apps at a prelaunch start-up that encourages relationship building between companies and their employees.

**Genesys (formerly SoundBite), Bedford, MA 2010 - 2014**

**UX Designer**

Start to finish User Experience Design at enterprise software company enabling consumer relations using voice, text and email. Work encompassed strategic vision, research, interaction design, visual design, and implementation.

* End-to-end redesign of Agent Voice Portal, a digital phone system for call center agents. Sales of Agent Voice Portal led to SoundBite reaching profitability for the first time. Work for this project included interviewing and observing agents, designing the interactive and visual design, and collaborating with the Project Manager and Engineers.
* Redesigned the application Account Manager to match the evolution of the company from a voice-centric collections solution to a multi-channel (voice, text, web, email) proactive customer care solution. The new design was one of the flagship products of the second largest privately-owned company in Silicon Valley.

**PRESENTATION, EXHIBITS, AWARD**

**UX Boston, Cambridge MA**

Gave presentation on effective collaboration with developers titled: Working with Engineers

**CyberArts Gallery, Group Show, Boston MA**

Exhibited Interactive Piece: Modica Way

**The Maker Revolution, CyberArts Festival, Group Show, Cambridge MA**

Organized Exhibit and displayed the interactive piece: Falling Up

**Museum of Science, Boston MA**

Redesigned tangible interface for a science exhibit created by Michael Horn that teaches visitors how to program by controlling a robot.

**Best Media Web Site, New Hampshire Internet Awards**

Designer of new entertainment and life-style online magazine at *Seacoast online*

**Education**

**Massachusetts College of Art and Design, Boston, MA**

Master of Fine Arts in Interactive Design from the Dynamic Media Institute

Thesis: Designing Interactive Environments

**Massachusetts Institute of Technology, Cambridge, MA**

Graduate Course, Tangible Interfaces, at the Media Lab

**University of Michigan, Ann Arbor, MI**

Bachelor of Fine Arts

**TOOLS**

Adobe Creative Suite (including Illustrator and Photoshop), Sketch, InVision, Axure, Arduino, Processing, Usertesting.com, MaxMSP, HTML, CSS

**Groups and Associations**

Boston CHI (Computer and Human Interactions)

UXPA Boston (Usability Professionals’ Association)

AIGA Boston (American Institute of Graphic Arts)